ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Delta Data Terminal

FROM: C/HRPS 1012 Ames		EXTENSION	NO. STAT
			DATE 31 May 1983

TO: (Officer designation, room number, and building)	DATE		OFFICER'S INITIALS	COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)
	RECEIVED	FORWARDED		
1. DD/OP–PA&E 1006 Ames				FYI – THE DELTA-DATA REPRESENTATIVE ARRIVED AGAIN THIS MORNING AND HAS SPENT A GOOD PORTION OF THE DAY HERE WITHOUT RESU[...] STAT
2.				
3. C/ID 1036 Ames				
4.				
5.				
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14.				
15.				

FORM 610 USE PREVIOUS EDITIONS
1–79

31 May 1983

MEMORANDUM FOR: STAT

                C/ID

FROM   :   STAT

                C/HRPS

SUBJECT   : Delta Data Terminal

    1. During the last two months we have had a persistent problem
with our computer terminal. Essentially, the problem is that the
connection between the terminal and VM has been intermittent and has
created great difficulties in our modeling and analytical efforts.

    2. We have pursued the normal channels to resolve the problem.
First, we reported the problem to the ODP Trouble Desk who, in turn,
had the terminal checked by a Delta Data representative. The
conclusion was that the terminal was sound and the problem was
probably the communication line. The next step was to report to the
Trouble Desk that our problem persisted. The communication line was
checked and found to have no problems. In fact, the terminal was
connected to a new line. However, the problem which was
intermittent, is now continual and results in a completely
inoperable terminal.

    3. Since the problem with our connection to VM has not been
resolved, we would appreciate your assistance. At the present time,
the Trouble Desk is cognizant of our problem and has again sent a
Delta Data representative to check the terminal. The Delta Data
Representative has again indicated that the terminal is fine and
that the trouble must be with the line or connection. Obviously,
this is a frustrating problem that does not seem well on the way to
solution. Any assistance you can provide in resolving this
difficulty will be greatly appreciated.

STAT